

MOUNTAIN
HOME CARE



—INSIDE—

Bonus Tips, Exercises, Assessments, and MORE!

HOME CARE GUIDE

QUESTIONS & ANSWERS

GIVING THE BEST CARE TO THOSE YOU LOVE

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INTRODUCTION

About Mountain Home Care



Mountain Home Care was founded in 2003 by Lana Wilde to provide compassionate, non-medical, in home care for the elderly and those in need. Family owned and locally operated, **Mountain Home Care** offers personal, professional care to individuals and their families in western North Carolina.

The Home Care Guide is offered as an introductory resource for individuals considering home care options for themselves or a family member. It is not to be considered a substitute for competent financial, legal or other professional advice.

WANT TO
LEARN MORE
ABOUT
MOUNTAIN
HOME CARE?

VISIT US [ONLINE](#)

About Mountain Home Care

THIS BOOKLET
WILL HELP YOU
KNOW WHEN
IT'S TIME TO
ASK FOR HELP
AND HOW TO
GET IT.

We help clients maintain
health, independence
and dignity.

This informational booklet from **Mountain Home Care**, Western North Carolina's leading in-home care provider, contains quick exercises which will help you understand how to assess when a loved one needs help, what type is available, and how best to pay for it.

Meanwhile, please allow us to introduce ourselves. It's our desire to be of true service and a resource to you and your family.

INTRODUCTION

About Mountain Home Care



As you get to know us, you'll find we are passionate about [Our Mission](#). Today, Mountain Home Care's services range from 'round the clock care' to short-term visits. Plus, our care plans can be customized to fit individual situations, timeframes, and budgets.

"Since we began as a small family business more than a decade ago, our goal remains to create an environment supporting peace of mind for family and friends – one in which qualified caregivers meet your loved one's immediate and long-range needs."

LANA WILDE
BEGAN MOUNTAIN
HOME CARE
TO ASSIST
FAMILIES LIKE
HER OWN.

What is the Difference Between In-Home Care and In-Home Health Care?

CARE CRITERIA	HOME HEALTH	IN-HOME*
MEDICARE	Reimburses	Does not pay
PRESCRIBED BY DOCTOR	Yes	No
FAMILY DECISION	No	Yes
PROTOCOLS	Strict rules, regulations	Professional guidelines
TYPES OF CARE	Skilled care, wound management, IV treatments, physical or occupational therapy	Range of services supporting well-being, health, and personal safety
WHO DECIDES LEVEL OF CARE?	Licensed provider decides	Client decides what services they want

*Mountain Home Care provides in-home care.

Care Choice Confirmation Self-Check

Now, let's confirm your findings. With your loved one in mind, answer each statement with True or False:

- () My loved one's appearance is in disarray.
- () The house is not organized or is dirty.
- () Food is not being prepared regularly.
- () He/she is in need of personal care.
- () Transportation is an issue.
- () He/she is lonely, in need of companionship.
- () Home health care is not meeting the person's needs.

If you answered "true" to three or more of these questions, it is highly probable your loved one needs some amount of in-home care assistance.

As a well-respected in-home care provider, **Mountain Home Care** often receives referrals from home health care providers, as well as from family caregivers.

CARE CHOICE

How Do We Sign Up for Mountain Home Care Services?



First, we do a complimentary assessment. In most cases, clients can enroll quickly. The assessment determines what care is needed, and assigns the caregiver best suited to the job, ranging from a CNA to a registered nurse.

CALL
(828) 684-6444
TO REQUEST A
COMPLIMENTARY
ASSESSMENT.



GIVING THE BEST CARE TO THOSE YOU LOVE

AFFORDABILITY

How Will We Pay for Care?

FAMILIES
FUND SERVICES
IN DIVERSE
WAYS.

Mountain Home Care provides paid services from the client's private funds. These funds may be sourced from out-of-pocket or from assets and other private means. We also accept long-term care insurance.



Next Steps

For clients with **long-term care insurance**, we have more than eleven years experience of working with the leading insurers in the industry.

We know what to expect. We understand how insurers operate and can guide you through what needs to happen.

Our **no-cost service** includes everything from long term care insurance filing, monthly invoicing and gathering all the documentation necessary to keep payments timely.

We reduce the effort it takes for you and your family to maintain care over time.

Please check all that apply.

1. I need help determining how I will pay for in-home care.
2. I plan to pay for my parent's care:
 - Out of pocket, from assets, or other private funding.
 - Long term care insurance.

Next Step: If you checked any or all of the above, please contact **Mountain Home Care**. We can help you sort through the payment details and/or help you file your insurance claims.

3. I plan to pay via Medicaid or Medicare.

Next Steps

In this space, write down your questions, thoughts, and next steps.

Medicare/Medicaid Resources:

Currently, Medicare does not provide in home care benefits. However, Medicaid does provide funding for in-home care for those who qualify.

At this time, **Mountain Home Care** does not accept Medicaid clients. If Medicaid is what you need, we are happy to refer you to another agency for assistance.

The Department of Social Services (DSS) offers caregiver respite grants that provide short-term breaks for family members who are shouldering the care of a loved one.

Council on Aging of Buncombe County, Inc. assists with a variety of age-related needs, including transportation for those who no longer drive, the SHIPP program (Medicare enrollment), a senior lunch program, and referrals to other agencies and programs.

The **Veterans' Administration** offers a range of services for Veterans and their families.

How Do You Know It's Time for In-Home Care?



As the person closest to your loved one, knowing it's time for in-home care is likely a matter of trusting your intuition. Indicators can be as subtle as observing changes in the home environment, or as dramatic or disturbing as mood swings.

The following examples provide a brief overview of what to consider.

IN MOST CASES,
FAMILY
CONCERNS
ARE
LEGITIMATE.

How Do I Know It's Time for In-Home Care?

If it is time, professional in-home care can keep your loved one safe and healthy while supporting an independent lifestyle.

IS IT TIME?
ACCESS A LIST OF
HOME CARE
SERVICES
[HERE](#)

Jot down your observations and examples as you review these signs that help is needed.

Behavioral Changes:

Mom once prided herself on having an immaculate home but now cleaning is falling through the cracks. Dust bunnies live in the corners and food is left out on the kitchen counter. You might also observe her trying to keep up with the housework but in spite of her good intentions, she can't follow through.



How Do I Know It's Time for In-Home Care?

DO YOU FEEL
YOUR LOVED ONE
IS EVADING
YOUR QUESTIONS?
WHICH ONES?

Weight Gain:

Weight loss or gain can signal a significant change in wellness habits. Is dad losing weight because he is unable or uninterested in preparing a meal for himself now that mom is gone?

Unexplained Injuries:

Do you notice bruises or scratches? Does mom brush off your concerns? More than likely, she is falling and deliberately not telling you because she doesn't want to alarm you.

My Observations

How Do I Know It's Time for In-Home Care?

My Observations

Driving a Car:

Staying behind the wheel is often a source of pride and independence for elderly drivers. If you're worried, check the condition of the car for bumps and scratches. If you notice new dents and dad brushes it off as nothing, it could be time to look into alternative means of transportation.

General Forgetfulness:

If you've recently discussed something with your loved one, and she can't remember, forgetfulness can be an area of concern. The elderly and people in need often have issues or concerns with memory loss. The more coherent and connected to reality your loved one is, the more willing she will be to talk about her circumstances and ask for help.

OFTEN
PEOPLE WHO
REFUSE HELP
ARE THE ONES
WHO NEED IT
THE MOST.

In-Home Care Assessment Worksheet

I. PERSONAL CARE AND PHYSICAL CHANGES:

- Are you noticing new cuts and/or bruises? Yes No
- Are you aware of body odors Yes No
- Is your loved one able to clean herself? Yes No
- Is her hair washed and groomed? Yes No
- Are her fingernails and toenails clean and trimmed? Yes No
- Is your loved one wearing clean clothes and undergarments? Yes No
- Can your loved one safely shower or bathe? Yes No

II. FOOD PREPARATION

- Is shopping being done on a regular basis? Yes No
- Is there sufficient food in the house? Yes No
- Is your loved one eating three healthy meals a day? Yes No
- Is there rotting food in the refrigerator or on the counters? Yes No

III. MEDICAL CARE

- Are there missed doctor's appointments or treatments? Yes No
- Are all medications being taken in a timely manner? Yes No

In-Home Care Assessment Worksheet

IV. TRANSPORTATION

- Are there new dents in the car? Yes No
- Is the air pressure in the tires maintained correctly? Yes No
- Are the treads on the tires at all threadbare? Yes No
- Is routine maintenance being performed on the car? Yes No
- Is your loved one's driver's license and auto insurance up to date? Yes No

V. NORMAL ACTIVITIES

- Is the house clean and tidy? Yes No
- Is the laundry being done on a regular basis? Yes No
- Are the sheets on the bed changed regularly? Yes No
- Is the garden being kept up? Yes No
- Are bird feeders left empty? Yes No
- Do indoor plants need watering? Yes No
- Has your loved one let hobbies fall to the wayside? Yes No
- Is your loved one making an effort to stay in touch with friends and family? Yes No

VI. GENERAL WELLBEING AND SAFETY

- Does your loved one forget things you've talked about? Yes No
- Is your loved one leaving heaters or stoves on accidentally? Yes No
- Is your loved one at risk of falling? Yes No

What Do I Need to Know About Caregivers?

Caregiver Qualifications: Registered nurses on staff provide intake quarterlies and staff supervision of certified nursing assistants as well as non-certified aides and companions. As of July 15, 2014, registered nurses were added as in-home care providers to allow for effective administration of medications and clean wound care. As always, we strive to meet the needs of our clients.

Caregiver Selection: When choosing a caregiver for you, we use our education, instinct, and experience to find a perfect match. After meeting with the client, we factor in communication style, background, and personality. No decision about a caregiver is ever written in stone. We are flexible and are willing to listen and make a change if needed.

Continuity of Care: Clients who have been assessed and enrolled will always be able to receive the care they need, but that care might not always be provided by the same caregiver. While we make every attempt to send you the caregiver of your choice, sometimes circumstances prevent it.

IF YOUR
LOVED ONE
WANTS TO
REMAIN AT HOME,
HOME CARE
OFFERS
A SOLUTION

Contact Mountain Home Care

MOUNTAIN
HOME CARE

Giving the Best Care to Those You Love

MOUNTAIN HOME CARE

828-684-6444

info@mountainhomecare.com

www.mountainhomecare.com

Contact us with questions, request a complimentary in-home care assessment, or ask for a referral.

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